



**DEPARTMENTS OF THE ARMY AND THE AIR FORCE  
NATIONAL GUARD BUREAU  
1411 JEFFERSON DAVIS HIGHWAY  
ARLINGTON, VA 22202-3231**

**MEMORANDUM FOR All State Family Program Directors and Wing Family Program Coordinators**

**SUBJECT: USO Operations Phone Home/Celebrity Entertainment/ Care Package and USO Installations locator brochures**

1. The USO has expressed an interest in partnering with the National Guard in our effort to support the service members and their families. They are in the process of developing a Memorandum of Understanding with NGB to inform and deliver to you the customers of the Family Programs Division the services that are available through their outreach programs. Enclosed you will find their initial contribution of the Operation Phone Home request applications, Celebrity Entertainment request forms, Operation Care Package request forms and their installation locator.
2. The locator will assist our service members when they are returning home via commercial transportation with a friendly place for rest and relaxation as they journey to and from duty locations and home. Operation Care Package supplies care packages to random deploying/deployed service members, USO Celebrity Entertainment will provide entertainment for family events, pre-deployment events and reunions. Please make these brochures and applications available to your FACs so they can have another tool in their tool box.
3. Thanks again for all that you do without which we cannot be successful in supporting our families.

**WILBERT SMITH**  
**WILBERT SMITH**  
Community Outreach Coordinator  
National Guard Family Programs



*Until Every One Comes Home.*

## **USO Celebrity Entertainment**

USO Celebrity Entertainment exists to boost the morale of our Armed Forces and its families. Celebrity Entertainment, the USOs icon, is one of the most requested programs available to service members and their families. In 2004, the USO provided 55 tours, with 243 performances in 22 countries for some 348,000 service members. USO entertainment is provided to those Armed Forces that are serving in harms way or to those family members left behind. Additionally, the USO provides entertainment for large deployments and welcome home celebrations.

---

### **Celebrity Entertainment Request Form**

Name:

Unit:

Date of Event:

Reason for Request/Event:

POC at National Guard:

POC at Base/Location of Event:

*If entertainment is requested for a deployment, please answer the following questions:*

History of the unit:

How many people are in unit:

Deployment location (if permitted):

*If entertainment is requested for welcome home, please answer the following questions:*

History of unit:

Where is the unit coming from:

Length of deployment:

Number of people in unit:

Number of people attending event (may be different than number of people in unit based on family members, community members, etc.)

***Please submit this form to:***

Rachel Tischler  
Director, Entertainment  
USO, Inc.  
2111 Wilson Blvd. Suite 1200  
Arlington VA, 22201  
rtischler@uso.org  
Phone: (703) 908-6427  
Fax: (703) 908-6402



*Until Every One Comes Home.®*

## **USO Operation Phone Home**

To provide some comfort of home during deployment USO Operation Phone Home was developed. This program is designed to provide deployed military members with a free way to communicate with loved ones. Donations are used to purchase and ship 100 minute pre-paid global phone cards from AT&T overseas.

If you are a deployed member of the National Guard interested in receiving phone cards from this program please fill out the submission form below. Please indicate the number of members in your unit, so that we can provide enough phone cards for everyone.

---

### **Phone Card Request Form**

Name:

Unit:

Number of Phone Cards Requested:

Address of Deployment (Shipping Address):

***Please submit this form to:***

Lindsey Fischetti  
2111 Wilson Blvd. Suite 1200  
Arlington VA, 22201  
[lfischetti@uso.org](mailto:lfischetti@uso.org)  
Phone: (703) 908-6484  
Fax: (703) 908-6402



**TO: National Guard**

**FROM: Cheryl Laaker Hall, Director Operation USO Care Package**

**DATE: February 25, 2005**

**RE: Requesting Care Packages from USO**

---

---

Enclosed, please find information on the USOs care package program for deploying/deployed service members

So far Operation USO Care Package has distributed more than 500,000 care packages to our service personnel. It is the only USO authorized program for providing care packages to random deploying/deployed service members, and the only such program authorized by DoD and The White House. As you know, safety restrictions increased dramatically after 9-11 and the anthrax attacks. Operation USO Care Package was created to fill the void these restrictions created in the hearts of the American public. The American public can log onto [www.USOCares.org](http://www.USOCares.org) to sponsor a care package for a \$25 donation and also create a message of support for inclusion in a care package.

Generally, the care package contains, at a minimum, one prepaid international calling card, a disposable camera, toiletries, sunscreen and a generic message of support from the sender. Other items that are donated from manufacturers are included so that the maximum weight of each package is approximately 2 lbs. The retail value of each package generally is between \$50 and \$75.

Security of these care packages is paramount. Assembly takes place in a secure location by screened volunteers. The volunteers also review and approve transcribed personal messages for appropriateness of content. **The packages only contain items donated by or purchased from manufacturers in bulk. Security requirements prohibit donations of product from the general public for placement in the care packages.** (The general public may only support the program through cash sponsorship.) Additionally, the care packages are transported from the secure assembly area in a manner that insures that tampering does not occur. The White House and DoD endorse Operation USO Care Package because it strictly adheres to their security requirements.

In order to insure that the care packages continue to meet these requirements and to otherwise maintain quality control over the contents, if you request packages you must agree that no changes may be made

to the content of the care package without the express written consent of USO. Additionally, Operation USO Care Package should be distributed as a stand-alone item. If you have local manufacturers that want to include items in the care packages, please direct them to me.

Guard units deploying members directly to overseas destinations will have priority. If your personnel will be traveling through an airport or military installation that is serviced by the USO you will not receive packages because they will receive them from the USO. This will help us insure that each deploying soldier receives only one care package.

You may request care packages for deployments or for units already overseas. Attached is a form that should be used to request care packages. Please provide complete information to insure timely delivery. Also, please limit your requests to one every 6 months. Every attempt will be made to fulfill your request, however at certain times of the year a waiting list situation occurs. Supplies are limited. Please allow 6 weeks for delivery.

If you still have questions, please feel free to contact me and I will answer any questions you may have.

Cheryl Laaker Hall  
Director, Operation USO Care Package  
204 Lee Avenue, Building 59, Room 312  
Ft. Myer, VA 22211  
703-696-0994  
703-696-4526 (FAX)  
Cheryl.laakerhall@fmhc.army.mil  
**[www.USOCares.org](http://www.USOCares.org)**



## Operation USO Care Package Request Form

<b>Name of Person Requesting:</b>		<b>Phone:</b>	
<b>Unit:</b>		<b>Fax:</b>	
<b>Address:</b>		<b>Email:</b>	
<b>City/State/Zip:</b>			
<b>Where and how will care packages be stored and distributed?</b>		<b># Requested/Date for delivery:</b>	
		<b># Requested/Date for delivery:</b>	
		<b># Requested/Date for delivery:</b>	
<b>Ship To:</b>			
<b>Address:</b>			
<b>City:</b>		<b>State:</b>	<b>Zip:</b>
<b>Special Instructions for Delivery:</b>			

Please provide requests 6-8 weeks prior to the time packages needed. Every effort will be made to accommodate your request, however, the demands of the program may only accommodate a partial order. Fax or mail completed order to Director – OUCP at 703-696-4526 or Cheryl.laakerhall@fmmc.army.mil.

<b>Office Use Only:</b>	<b>Date Req. Rcv'd:</b>	<b>Approved By:</b>	<b>Approved #:</b>	<b>Ship Date:</b>